Torrot

electric mind

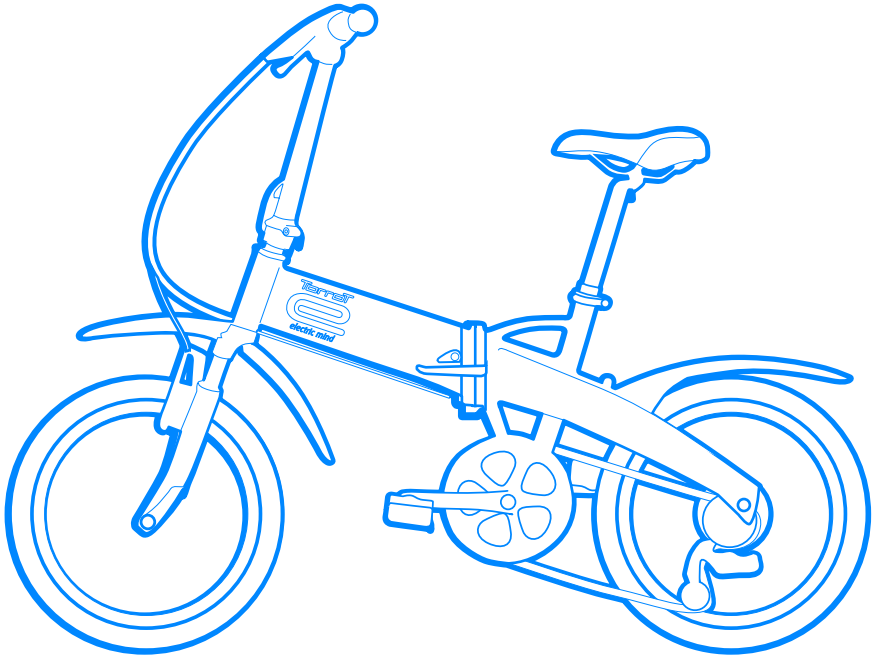
User Manual
Maintenance+Warranty

V1 012015

CITY SURFER

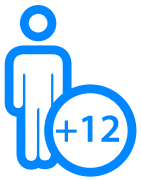
Welcome to Torrot Electric

Thank you for becoming the owner of our Citysurfer electric bicycle!



In this manual you will find information about how to use and how to do the maintenance in your Citysurfer. You will also find information about the Torrot Electric's two years warranty that your new e-bike has.

CITY SURFER



FROM 12 YEARS OLD

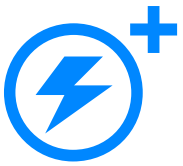
USER MANUAL ONLINE

TWO YEARS TORROT ELECTRIC WARRANTY

HYBRID : A POWERFUL ELECTRIC MOTOR AND YOU

MANTAIN YOUR HEALTHY BODY

SUSTAINABLE AND EFFICIENT URBAN MOBILITY



MAXIMUM ALLOWED POWER: 250W

User Manual

Table of contents

INTRODUCTION 06

THE CITYSURFER 07

SPECIFICATIONS 08

COMPONENTS 09

BEFORE USING IT 10

HOW TO FOLD IT 11

GEAR SHIFTER 12

CONTROL PANEL 13

BATTERY 14

RECHARGE 15

MAINTENANCE 16

TYRE CHANGING 17

WIRING DIAGRAM 18

FAQ 19

WARRANTY 21

DEALERS 24

User Manual

INTRODUCTION

The benefits of being the owner of a Citysurfer electric bicycle are countless. From maintain your health to save the environment, have fun, efficient mobility, leave the traffic jams behind...

To experience them with the highest intensity and safety, we recommend you to read this manual, this way you will know how and when to recharge the battery, the basic maintenance of your bike, to check the brakes, how to use its electric motor... with simple and practical advices.

From Torrot Electric, we insistently advise you to use always a helmet with your Citysurfer and to obey and respect the traffic regulations to have a satisfying, funny and 100% safe experience with your e-bike.

If you still have any doubt after consulting this manual, go to your Torrot's point of sale or send us an email to **info@torrotelectric.com.**

*No contractual images. Due to our constant improvement policy, Torrot Electric Europa reserves its rights to introduce changes without notice in products or technical specifications. The images of the products showed here can differ noticeably from the products delivered.

THE CITYSURFER

ELECTRIC

PEDAL ASSIST

The Citysurfer is what we colloquially call a pedelec. An electrically assisted pedal bicycle, following the Standard UNE-EN 15194:2009 and the European Normatives that regulates these kind of vehicles, designed for a sustainable mobility.

BRAKES

CONTROL PANEL

3 LEVELS

ELECTRIC AUTOMATIC

It has two brakes, the front one (called v-brake) and the rear one (a disc brake), which can be operated with the handlebar levers, as in any bike or motorbike. A little digital control panel in the handlebar allows us to switch the ebike on and off and to select one of the three different power assistance modes. The electric motor will only work while pedalling, assisting you more or less due to a sensor and the operating mode. The feeling of assistance in slopes and plains is very pleasant, stopping from working when braking or not pedalling, getting a natural ‘feeling’. Take into account that the pressure of the tyres, weight of the cyclist or the load carried will affect the power and the battery range. We will explain below how to improve the performance of your Citysurfer ;-)

UNISEX

REGULABLE

As far as size is concerned, the Citysufer is suitable for any gender and age and easily regulable in handlebar and seat’s height, to adapt it to different heights, offering a made to measure comfort to each person.

FOLDABLE

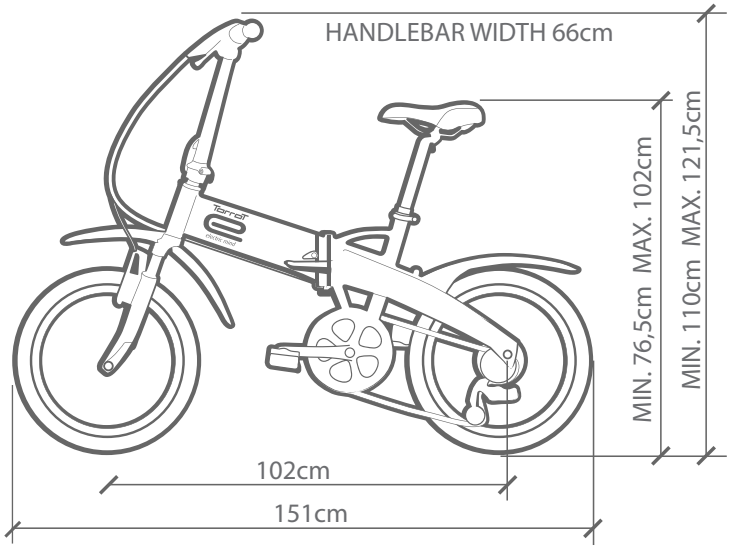
Furthermore, the Citysurfer is easily foldable, so it can be stored anywhere.

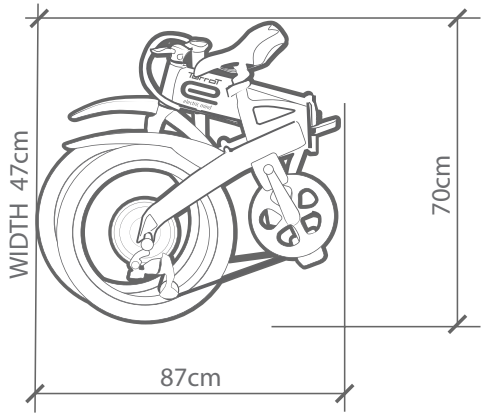
SPECIFICATIONS

SPECIFICATIONS	
FRAME	ALUMINIUM ALLOY 6061
FORK	HIDRAULIC XCT ALU/STEEL
GEAR SHIFTER	SHIMANO TX 7 SPEED, BOTTOM BRAKET WITH ONE SPROCKET
BRAKES	V-BRAKE FRONT+DISC REAR
MOTOR	BRUSHLESS GEARED 36V, 250W
BATTERY	LI-POLIMER (LIPO) 36V/8,8AH (320WH)
CHARGER	72 W WITH AUTOMATIC DISCONNECTION WHEN FULLY CHARGED
SADDLE/SEATPOST	COMFORT SADDLE, SEATPOST MADE OF STEEL
RIMS	ALUMINIUM 20” FRONT/REAR
TYRES	MIXED KENDA 1.75/20” FRONT/REAR PRESSURE FRONT/REAR: MIN. 3,8 AND MÁX 4,5 BAR
ASSISTANCE MAX. SPEED	25KM/H
WEIGHT	19KG (WITHOUT BATTERY)
MAXIMUM WEIGHT SUPPORTED	100KG

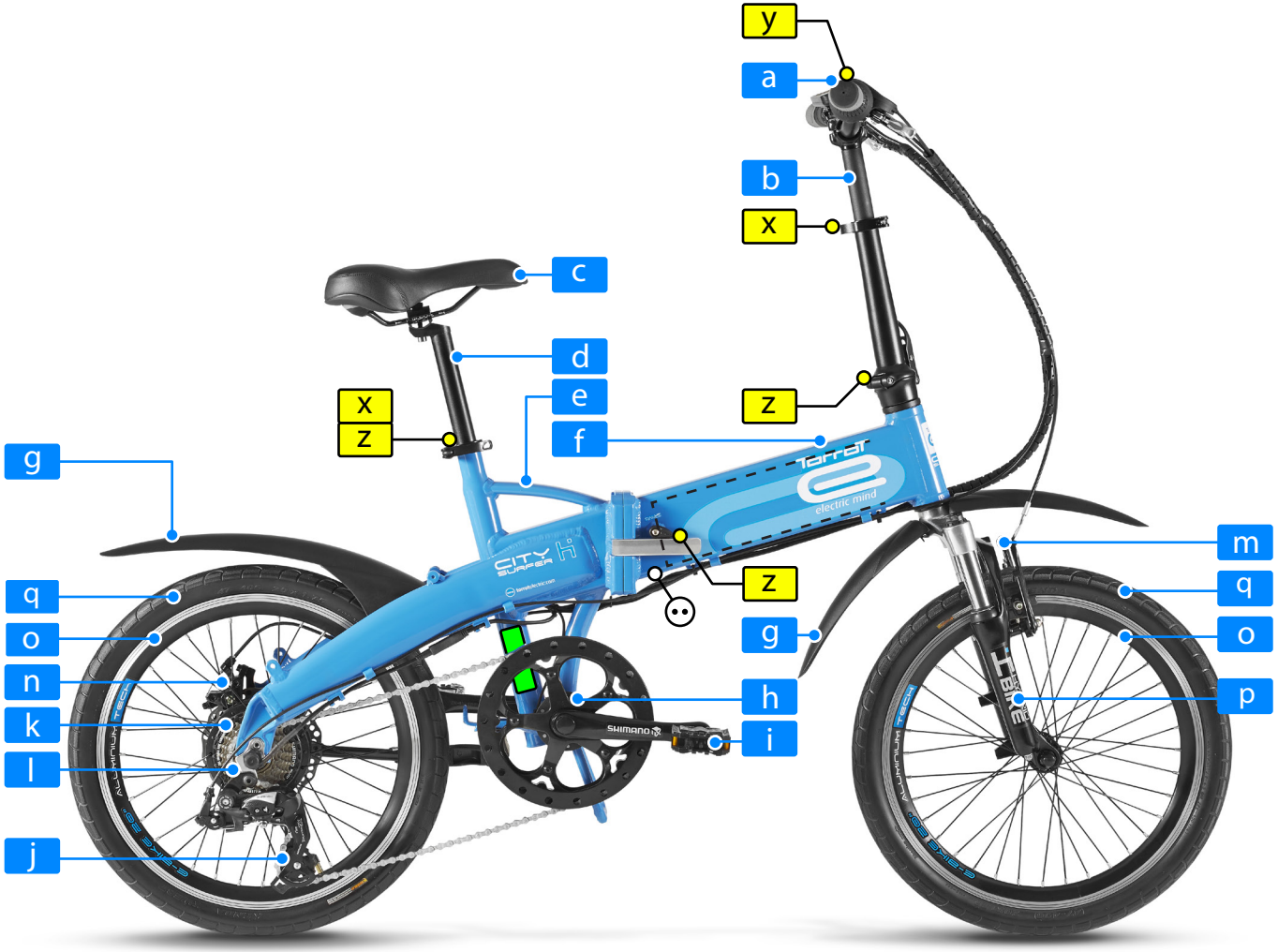
* Designed and made in Barcelona

DIMENSIONS





COMPONENTS



- a HANDLEBAR
- b STEM
- c SADDLE
- d SEATPOST
- e HANDLE
- f CHASSIS, FRAME
- g MUDGUARD
- h PEDALLING SENSOR
- i PEDAL
- j DERAILLEUR
- k MOTOR
- l CASSETTE
- m FRONT BRAKE
- n REAR BRAKE
- o RIMS
- p FRONT SUSPENSION
- q TYRES

- x REGULABLE PARTS
- y CONTROL PANEL
- z FOLDING POINTS
- REMOVABLE BATTERY (INT)
- CHARGING PLUG
- SERIAL NUMBER

BEFORE USING IT

Verify that the box where the Citysurfer is delivered contains the following elements:

- ✓ Citysurfer bicycle folded.
- ✓ Pedals installed in the bicycle.
- ✓ Bicycle saddle with quick release system (both of them loose).
- ✓ Charger with its power cord.
- ✓ Lock keys for the battery (2 units).
- ✓ A battery placed inside the frame.

Due to the fact that we assemble the bike in our Vidreres' factory, we test the proper operation one by one. However, we want to ask you to check again some components and fit them to your necessities and tastes:

TYRES PRESSURE

A pressure between **3,8** and **4,5** BAR (kgf/cm^2) is recommended. The correct pressure will increase the range. The pressure of an electric bicycle is always higher than in a normal bicycle.

BRAKES

Check that the front and rear brakes work, actuating on the left and right levers of the handlebar while moving slightly your e-bike. If the brake lever has too much travel, you can adjust **a** the tension of the brake cable by applying torque and counter-torque to the nuts situated in the levers.

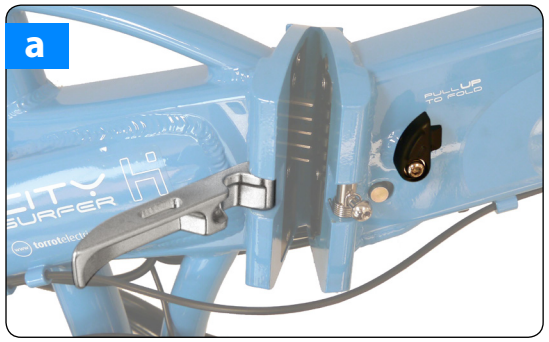
ADJUST THE HEIGHT OF THE SADDLE b AND HANDLEBAR c

Adjust the Citysurfer to your height to achieve a comfortable handling and riding by regulating the height of the saddle and the handlebar with the quick release systems marked in the images.
Recommendation: The height of the saddle should be lined up with your hip.

HOW TO ADJUST THE FORK d

You can adjust the preload of the fork to adapt it to your weight and preferences. To increase the preload, turn clockwise the wheel situated in the right bar of the fork. To reduce it, the wheel must be turned anticlockwise.

HOW TO FOLD IT



Folding the Citysurfer is very easy. The system to fold the bike is located on the central part of the frame, on the right side of it. Firstly, turn upwards the security black piece to unlock the folding lever. After that, pull outwards the silver lever. In this moment the frame is free to be folded in half*.

Push the secure close button located in the base of the steering shaft to fold the handlebar. Then pull downwards the lever and the handlebar will be released. Move the handlebar in the direction of the hinge to place it beside the wheel. The cables are designed to change their position without any problem.

You can also lower the saddle to its end and fold the pedals to take less space. The pedals can be folded by pushing the trigger placed in the centre of the pedal and then turning it down.

*Attention! The first times we fold and unfold the Citysurfer we might notice a slight resistance. In a short period of time it will ‘go smooth as silk’ ;-).

User Manual

GEAR SHIFTER

The Citysurf has a **7 speed** shifter controlled by a Shimano Revoshift grip located on the right side of the handlebar.

To change gears on your e-bike, keep a constant pedal cadence and try the different speeds by turning the grip shift until you find the one you feel more comfortable. The grip shift has a little window that show you the speeds, numbered from 1 to 7. The first speed (1) corresponds to the shortest gear and is recommended for slopes and the last one (7) is the longest gear, which is more adapted for higher speeds.

+

Higher speed
Higher pedalling resistance
Adapted to plain roads
Smaller sprocket

-

Lower speed
Lower pedalling resistance
Adapted to slopes
Higher sprocket

- To put the bike into a lower gear to achieve an easier pedalling, turn the grip shift towards the minus sign **(-)**. This will gear down your electric bicycle but will also make you pedalling faster to achieve the same speed.

- To get a higher speed (in a plain road or in a downhill) turn the grip shift towards the plus sign **(+)** to choose a higher gear. This action will increase the pedalling resistance of your Citysurfer, allowing you to pedal more slowly to reach to a certain speed.

Always pedal forward while keeping a constant pedal cadence when changing gears. The gears work independently of the motor. To maximize the battery range and to have a pleasant aerobic exercise, use the gears to help the motor.

User Manual

CONTROL PANEL

a. Turning on/off the electric system

You can connect the electric pedal assist system by pressing the **On/Off button** in the Control Panel placed on the handlebar. All the leds will switch on and off checking the proper operation of the electrical system when the button is pushed. If there isn't any light flashing at the end, everything is correct.

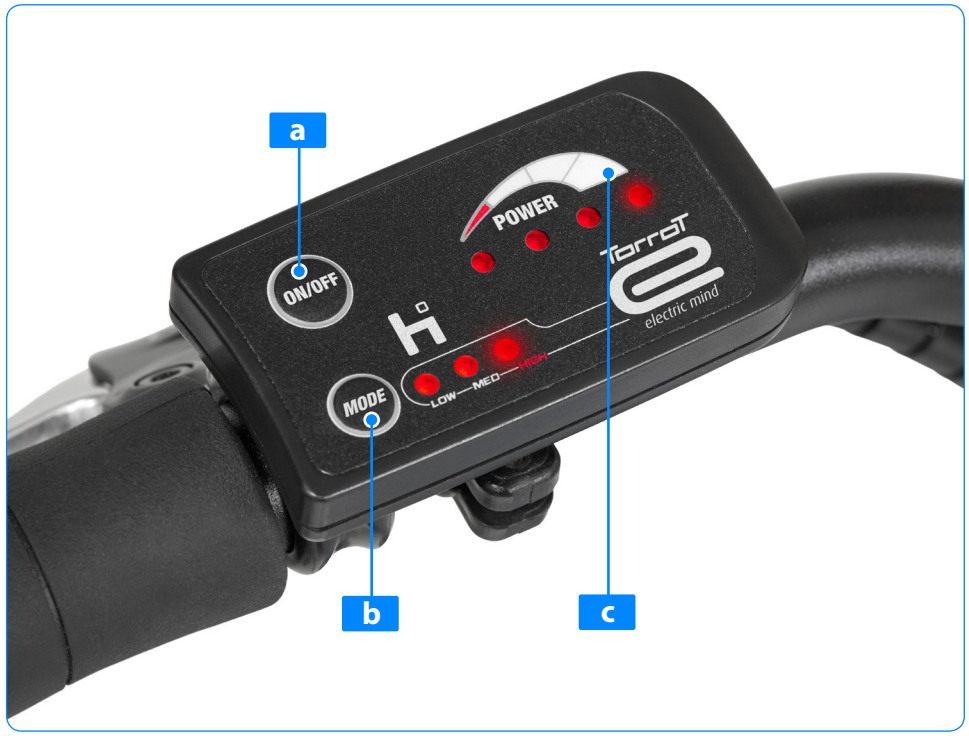
From that moment on, the control unit activates all the elements of the system and the motor will assist you when you start to pedal. The operation of the pedal-assist depends on the pedalling rate (cadence). The faster you pedal, the more assistance you will have, according to the legal limit of 25 km/h. From that point on the motor will be disconnected.

b. Pedal-assist levels

The system has **3 power levels** of pedal assistance. To set a low or a high assistance, you will have to push the **MODE** button as many times as necessary until you reach the power level of assistance that you desire.

In the **LOW** assistance level, the energy supplied by the battery is the minimum, allowing a higher range with less assistance. In the **HIGH** assistance level, the pedal assistance is maximum and consequently the range will be slightly reduced.

Recommendation: Start to pedal in a short gearing (big sprockets) and in the low assistance level. As a result of this you will have higher control and safety, less energy consumption and therefore more range.



For safety reasons, the pedal assistance is disconnected when the brakes are operated.

The Citysurfer can be used as a conventional bicycle if it is necessary, that is, without pedal assistance. The bike is equipped with a brusslesh DC electric motor with little friction. Therefore, the pedalling without the motor assistance does not imply additional resistance.

c. Charge level indicator leds. Battery Range

The control panel has a charge level indicator that shows the remaining battery storage capacity. This indicator has **4 leds** that turn off while the battery is running down. The battery is at 100% when the four leds are turned on.

User Manual

BATTERY

- The Citysurfer has a Lithium-Polymer battery **a** .This kind of battery does not have ‘memory effect’ so it can be recharged at any time even if it is not fully discharged.

- The complete capacity of the battery will be achieved after several charge and discharge cycles. So you will get more range after several uses.

- The Citysurfer is delivered with the battery at half capacity. It is very important to charge it totally before the first time use.

- Always try to charge the battery completely.

* Attention! Do not leave the battery dormant for long periods of time, it can be damaged.

- For the correct maintenance of the bicycle, it is recommended to do a full discharge and charge cycle at least once per month even if the bike is not used.

-The charger **b** is a component that can heat up noticeably during its use. Therefore it must be always used in places with good air circulation. Never cover it up.

-Use only the charger provided with your Citysurfer to charge the battery.

-The charge of the battery must be done in temperature conditions between 5 and 40ºC. Below 5ºC, the charging time will increase and above 40ºC, the battery can be damaged.

User Manual

RECHARGE

The rider can choose between charging the battery outside the frame or charging it with the battery installed inside the bicycle's frame. In this case, the recharge process must be carried out with the pedal assist turned off.

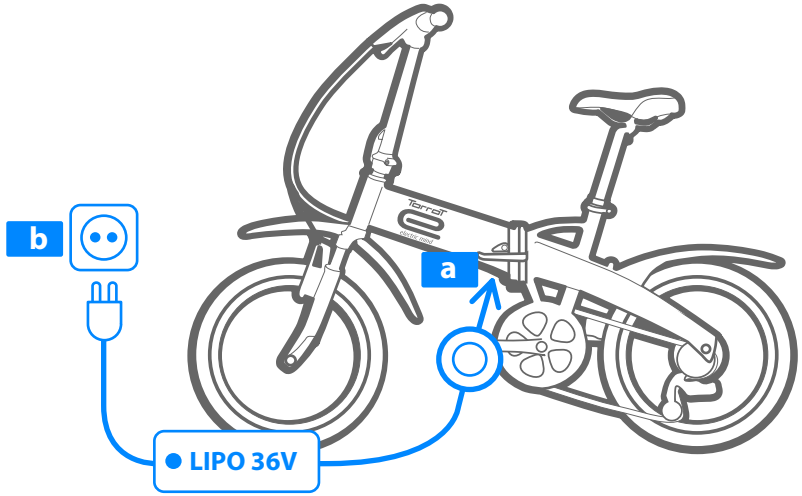
Recharge with the battery installed

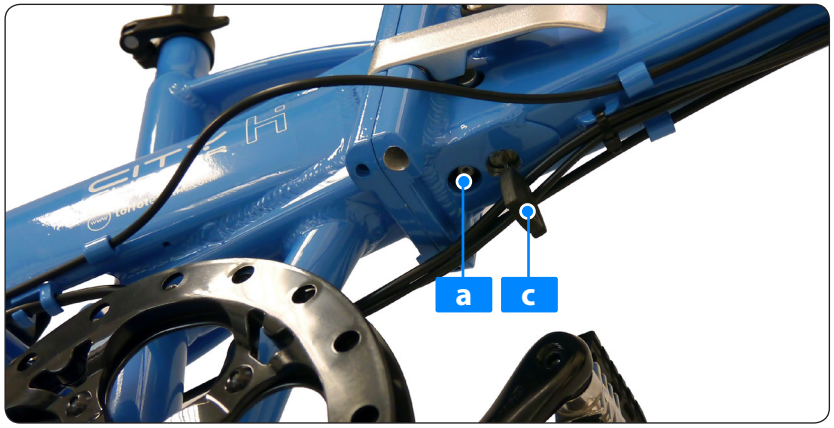
- First connect the charger to the battery. The battery connexion is placed in the central part of the frame, in the inferior side **a** .

- Then plug the charger to the socket (220-230V) **b** . After that, the led on the charger will turn **blue** during a moment and immediately turn **red** to indicate that the battery is charging.

- The led will turn **green** when the battery will have finished the charge cycle. In this moment your Citysurfer will be ready to use it.

- After the recharge, disconnect firstly the plug from the outlet and, only after that, the plug from the charger to the battery.



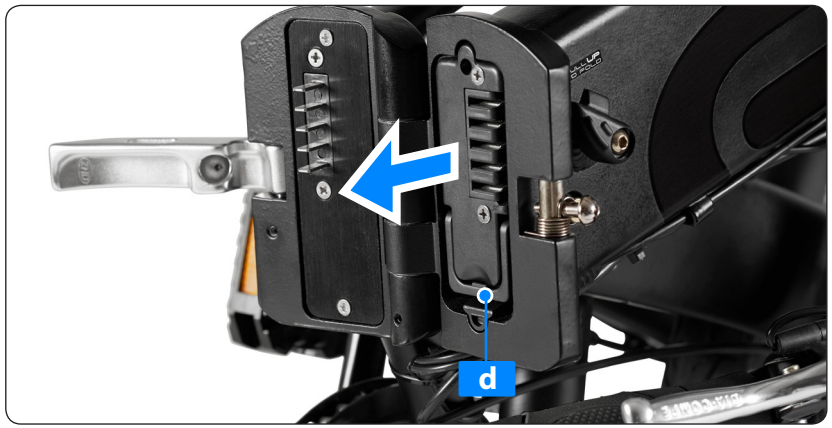


Battery removal and recharge

- To remove the battery, it is necessary to fold firstly the chassis, as was indicated in page **11**, until you can see the battery.

- Introduce the key in the safety lock of the battery placed in the inferior part of the chassis **c** and unlock it. Watch out for the battery, it can fall on the floor.

- Remove the battery using the folding handle **d** . Once you have the battery outside the frame of the bicycle, you can charge it as was indicated in the previous section.



MAINTENANCE

SERVICE

It is recommended that you go to your authorised dealer to check your bike regularly. It is convenient to do a first service in the three first months, a second after one year and so on. Regular inspections can avoid long-term damages and also unnecessary expenses.

You can also contribute to keep your bicycle in excellent conditions as long as possible. In the following sections we will show you how.

GENERAL MAINTENANCE

- Check the pressure of the tires and their condition.
- Verify the brakes wear and make an adjustment frequently.
- Avoid dirt accumulation between the magnetic disc of the pedalling sensor and the sensor which are situated in the right side of the bottom bracket.
- You can clean your bike removing the dirty with a brush and hot water. Never use a high-pressure cleaner.
- After cleaning it, dry the bicycle with a smooth cloth.

LUBRICATION

Apart from a regular cleaning, it is also convenient to lubricate the transmission chain to avoid risk of corrosion and to increase the comfort while changing speeds.

We recommend you to lubricate the chain with Teflon grease that you can find in your frequent bike store.

REGULATION OF THE FOLDING SYSTEM OF THE HANDLEBAR

It is normal that the quick release system of the handlebar becomes loosed because of the use. To reduce this clearance, the quick release system has two grub screws which can be tighten with a 2.5 allen key. Screw both half of turn and try if the handlebar is securely hold in its position. If not, repeat the process again until achieve it.

TYRE CHANGING

In case you need to replace the rear tyre or change the inner tube because of a puncture, follow these steps:

- First put the shifter in the longest gearing (small sprocket).

- Then disconnect the wire that comes from the motor shaft. The connector is placed below the chainstay **a** The male and female connectors have an arrow drawn on them that must meet when plugged again.

- Remove the black caps which protect the end of the wheel axle.

- Afterwards unscrew both sides of the wheel axle **b** with an 18mm spanner.

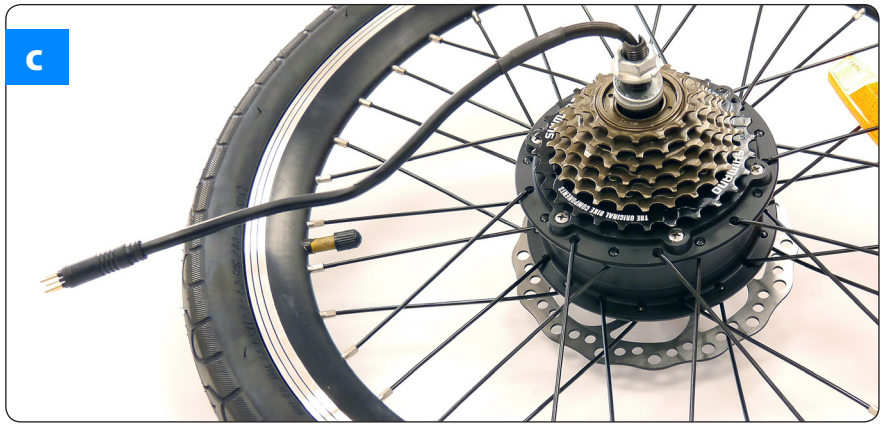
- Now you can remove the wheel and replace the rear tyre with a new one **c** .

To assembly it again, repeat the reverse process.

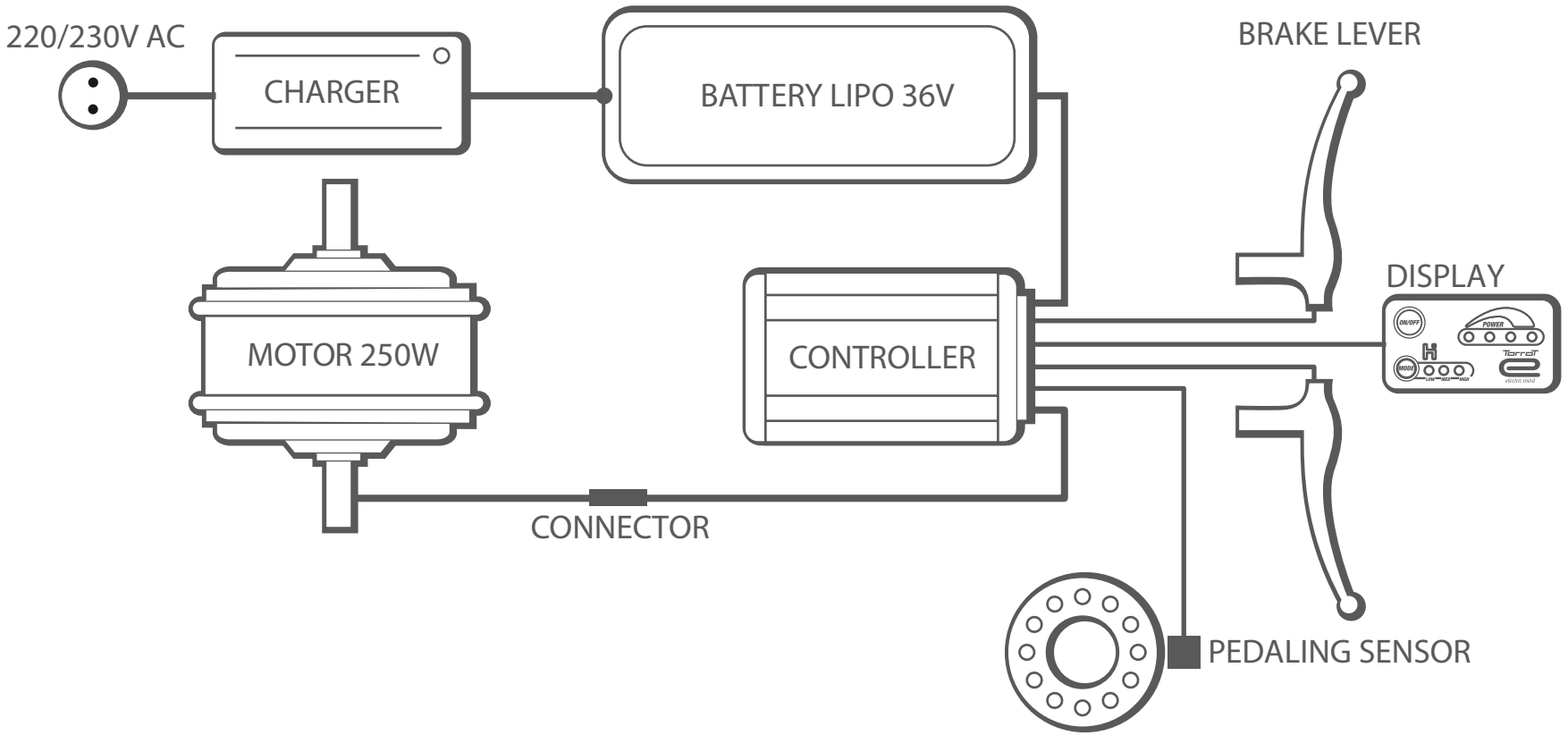
Pay attention when assembling the washers of the wheel axle. In each side of the wheel there is a washer with a groove that must meet with the slots of the dropouts.

Remember to put the motor's axle with the wire pointing downwards to avoid the water from entering to the hole of the axle.

The wires that leave the motor's axle are protected with a metallic hose. Check that this hose is slightly introduced in the motor's axle to avoid cuts in the wires.



WIRING DIAGRAM



FAQ

Which is the maximum speed I can reach with my Citysurfer?

There is no speed limit. However, for speeds greater than 25 km/h, the pedal assistance applied by the motor is deactivated. This assistance limitation is a legal requirement for the electrically assisted pedal bicycles, following the European Normative EN 15194.

Does it have regenerative braking?

No. The motors with planetary gears do not allow regenerative braking. In exchange, these are the motors with the least friction, so the pedalling without assistance becomes more comfortable.

What kind of maintenance should I do to my Citysurfer?

None of the electric component of the assistance system of the Citysurfer requires a regular maintenance. The rest of the components need to be kept as the components of a conventional bicycle, depending on the frequency of use and its care.

Why the battery range decreases when it is very cold?

Below 0ºC, the battery performance gets worse. This does not represent any problem nor damages the battery. It only decreases momentarily the capacity of the battery, reducing at the same time the bicycle range.

Can I make a copy of the battery‘s safety lock key?

Yes, it is a standard key.

Should I have a Third Party Liability Insurance?

No, the insurance is not obligatory.

Should I use helmet?

The use of the helmet for the bike users depends on the legislation of each country, however, it is recommended for safety reasons.

Is there any minimum age to use the Citysurfer?

No. Anyone can use the Citysurfer, but its use is recommended from the age of 12.

Can I leave the charger continuously plugged to the battery?

Yes. The battery pack has an integrated electronic circuit (BMS) which communicates with the charger. When it detects that the battery is fully charged, the BMS automatically disconnects the charger.

Is the Citysurfer water-resistant?

Both the motor and the controller and its electrical connections are properly protected to a normal use under the rain. Nevertheless, the bicycle is not prepared for high pressure cleaners or immersion.

FAQ

Which is the maximum range of the Citysurfer?

The maximum distance that can be covered with a fully charged battery depends on the assistance level selected and the speed engaged. A long gear (small sprocket) requires more energy from the battery compared to a short gear (big sprocket). Other factors which also participate in the battery range are the brakes friction, tyres pressure and their rolling resistance, wind direction, riding style, rider weight, etc.

In a plain road, with a low assistance level and a moderate pedalling, the range can reach 50 km.

What happens if I get a flat tyre? Can I repair the tyre by myself?

Despite the wheel hub motor, it is very easy to repair the tyre by oneself. We explain you how to do it in page 17.

The motor does not work. What's happening?

It can be a pedalling sensor defect. Turn on the control panel and check if a led is blinking in the left side of the pedalling led when the pedals spin. If it does not blink, call an authorised dealer.

The bicycle does not pull smoothly or the motor works at intervals. What's happening?

The wire that goes from the motor to the controller can be slightly disconnected. Call an authorised dealer.

WARRANTY TERMS & CONDITIONS

Torrot Electric Europa S.L. guarantees that only the original components of each Torrot Electric Bicycle will not have defects in their materials or during their manufacturing within the following time periods:

Two (2) years warranty for:

Chassis/frame and swing arm in the electric bicycle, in the KIDS motorcycles and in the e-scooter MUVI. Surface finish, stickers and any original Torrot Electric component/piece on any Torrot Electric vehicle (KIDS, SURFER and MUVI).

One (1) year warranty for:

Each electric battery of our vehicles (or 500 charge cycles).

Any other original components not manufactured by Torrot Electric, as the Shimano gear shifter and others will be under the warranty offered by their original manufacturers.

This warranty is only applied to new Torrot Electric bicycles and electric vehicles bought to a Torrot Electric Europa S.L. authorized dealer or just directly online to the manufacturer and assembled by the dealer or the manufacturer at the time of the purchase. This warranty does not cover not allowed components or parts mounted by not authorized dealers of Torrot Electric Europa S.L.

REPARATIONS

Unless the opposite was established, the only reparation covered by the warranty previously presented, is the replacement of the defective parts by others with similar or higher value in the original model, at the discretion of Torrot Electric Europa S.L. This warranty begins on the pur chased date. It only covers the original owner and is not transferable, with the exception of the electric scooter MUVI (see WARRANTY TRANSFER section in the APPENDIX).

In no case will Torrot Electric Europa S.L. be considered responsible for direct hurts, unexpected events, including without limitation, hurts caused by personal injuries, material damages or economic losses, either based on a contract, warranty, malpractice or any other situation.

EXCLUSIONS

The previous warranty, or any other warranty given by Torrot Electric Europa S.L., do not cover:

- The normal wear and breaking in components as tires, chains, front and rear sprockets, brakes and wires in situations in which the assembly was fulfilled correctly or materials without defects.

- The vehicles whose maintenance or reparations were made by not authorized people by the manufacturer or unconnected to Torrot Electric Europa S.L.

- Changes with respect to the original conditions that had the vehicle when it was delivered.

- The use of the Torrot Electric vehicles in competition, unusual and/or commercial activities different from the ones that our vehicles were designed for.

- Damages caused by not following the instructions explained in the User Manual.

- Damages in the bodywork and stickers caused by taking part in competitions, academic training for those activities, social events or as a result of the exposure or the use of the Torrot Electric vehicles in adverse climates or conditions.

- Damages caused by external agents as chemical products, salt, rusting, discoloration or natural deterioration.

- Logistical costs in the replacement or substitution of parts.

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Excluding the explained in this warranty and the subjected to additional warranties, Torrot Electric and their employees and representatives will not be considered responsible for losses or damages, whatever they may be (including losses or unexpected events caused by negligence or omission) derivative from o related to any Torrot Electric vehicle.

Torrot Electric Europa S.L. does not make any other warranty, either implicit or explicit. All implicit warranties, included in the marketability warranties and adaptation to a particular purpose, are limited in duration to the explicit warranties previously mentioned.

Any reclamation under this warranty must be carried out through a Torrot Electric authorized dealer, directly online o by post to Torrot Electric Europa S.L. It is necessary the purchase ticket, the receipt or any other evidence of the purchase date before dealing with the reclamation under warranty, and also having activated the online warranty in www.torrotelectric.com

The complaints under this warranty made out of the country of purchase can be subjected to additional taxes and restrictions, and unless the contrary was indicated, will only and directly be covered by the importer of the country or region out of Spain.

The warranty durability and its details can differ depending on the kind of the vehicle, battery and/or country. This warranty gives specific legal rights. Nevertheless, you can also have other right that can differ depending on the country or region. This warranty does not affect the rights established by the law.

These warranty conditions are applicable since 2015/01 for the following vehicles: electric motorcycles for children KIDS, electric bikes Citysurfer and electric scooter MUVI.

APPENDIX

ONLINE WARRANTY REGISTRATION

To validate and activate the warranty, the vehicle must be online registered in www.torrotelectric.com. That is the owner's responsibility, and otherwise can be processed by the dealer or importer.

WARRANTY TRANSFER (ONLY MUVI)

The transfer of the warranty will be accomplished for the new owner when he/she prove to have concluded the change of account holder of the vehicle as the law of each country or region dictates, subject to the Spanish manufacturer and the importers of the other countries.

USER'S RESPONSABILITIES

Torrot Electric Europa S.L. asks the user for some requisites of good maintenance and use of their vehicles to support correctly a complaint under warranty. During the warranty period of your vehicle, you should only be attended by Torrot Electric Europa S.L., Torrot Electric Importers or authorized dealers. You will be responsible of keeping your vehicle in good conditions and do not subjected to strains beyond a normal use. During the validity of the warranty you must make all the periodical technical services as described in each Torrot Electric vehicle's User Manual. Otherwise, the warranty will be invalidated immediately.

The Torrot Electric vehicle's owner accept and understand that when a Torrot Electric vehicle is bought, the warranty does not cover damages repairing appeared as a consequence of a misuse, overuse, accident or negligence, as well as an unit with the following characteristics:

- Modified characteristics with respect to its original configuration, specified in the specification data sheet, User Manual or online at www.torrotelectric.com.

- Vehicles used in competition. That is to say, time trials, competition with other vehicle or any other application of unusual strain.

Vehicles with lacking of a proper maintenance, cleaning or without having made the pertinent periodical and compulsory services detailed in each model's User Manual.

- Vehicles with an alteration in its speedometer or in another electrical component (as the controller, electronics...).

- Rental vehicles.

- Respect the gross vehicle mass in each vehicle, specified in the User Manual, in the specification data sheet of each Torrot Electric's product or online in www.torrotelectric.com.

- Parts that worn away by their normal use as: batteries, Motorcycle grips and brake pads, secondary transmissions to the wheel, tires, upholstery, electrical components, suspension parts...

- Electric/electronic circuits modified to alter its original performance, which do not belong to the original parts or parts authorized specifically by Torrot Electric Europa S.L.

- Batteries charged with a not authorized or official charger, and batteries which had suffered an overload or not controlled charges.

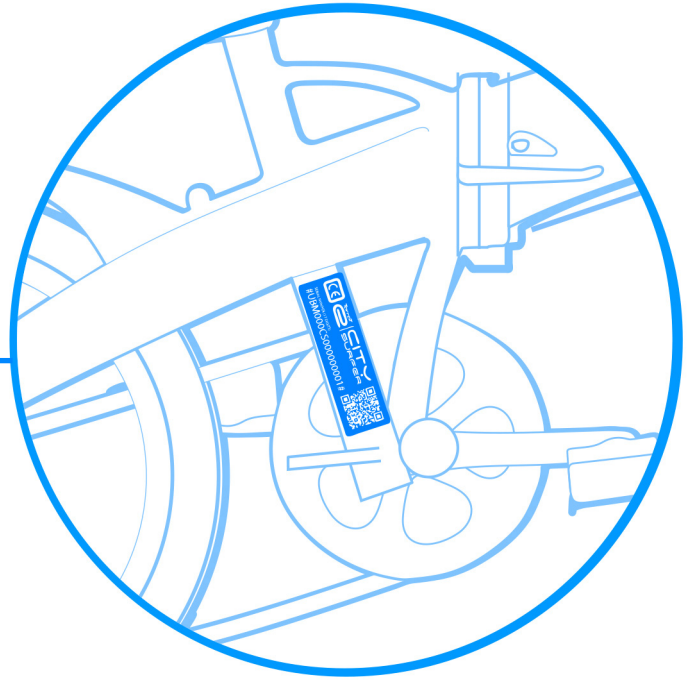
- Vehicles repaired in points of sale or dealers not authorised by Torrot Electric Europa S.L., or without the Torrot Electric Europa S.L. original parts.

This warranty does not cover the periodical and compulsory maintenance services, or the services indicated as a matter of routine for each model in their User Manual.

In case you have any issue, please contact us for more information in **info@torrotelectric.com**, attaching the Vehicle Identification Numer, the problem detected, your name and a phone number to be in contact with you.

Our technicians will get in contact with you quickly, and after a pre-evaluation on the phone, they will come to your residence to fix the problem or your vehicle will be urgently picked up and returned repaired, set up and 100% functional to your residence.

Frame Serial Number



ANY DOUBT? **info@torrotelectric.com**

We are next to you. And we answer very fast!

Torrot Electric After Sales Service

INTERNATIONAL DISTRIBUTORS

ANDORRA
E. LECLERC ANDORRA

KIDS CITY SURFER

Avda. Meritxell 93
AD500 Andorra la Vella
T (+376) 822 377
M hiperandorra@gmail.com

AUSTRIA
RACING BACHNER

KIDS CITY SURFER

Weinbergl 1
3293 Lunz am See (Austria)
T (+43) 7486 20020
M office@bachner-lunz.at

IRELAND
SMARTECH

KIDS CITY SURFER

38 Ballyscullion road,
Toomebridge co.
Antrim BT41 3TR Belfast
M smartech.dg@gmai.com

ISLE OF MAN
SMARTECH

KIDS

38 Ballyscullion road,
Toomebridge co.
Antrim BT41 3TR Belfast
M smartech.dg@gmai.com

MOROCCO
SPEED MACHINE

KIDS

57, Rue Ichbilia
20160 Mers Sultan, Casablanca
T +212 5 22 31 28 88
M speedmachine@gmail.com

MÉXICO
XPA MOTOR GROUP

KIDS CITY SURFER

Periférico Norte #900,
Industrial Zapopan Norte
45130 Zapopan, Jalisco, México
T 1199 0995
M comercial@xpa.mx

SPAIN
TORROT ELECTRIC EUROPA

KIDS CITY SURFER

Pol. Ind. Vidreres B-7
17411 Vidreres (Girona)
T (0034) 972 850 797
M info@torrotelectric.com

UNITED KINGDOM
SANDIFORD OFFROAD LTD

KIDS

Unit 16 Farrington Court, Off Rossendale Road, Burnley Lancs - BB11 5SS
T 01282 455697
M martin@sandifordracing.co.uk

Torrot Electric After Sales Service

SPANISH DEALERS

ALICANTE
MOTORLAND OFFROAD
KIDS

San ramón 59-65
303560 El Campello
T 961 265 437
M motolandventas@hotmail.com

ALMERÍA
MOTORINBOX
KIDS

Sol 113, Pol. Ind. Venta Alegre
04230 Huercal de Almería
T 950 089 815
M info@motorinbox.com

ASTURIAS
MOTORMANIA
KIDS CITY SURFER

P.E. Aguila del Nora, P1-N5
33199 Colloto-Siero (Asturias)
T 985 792 673
M info@motormaniaonline.com

BARCELONA
URBAN FUN
CITY SURFER

Salvador Espriu 81
08005 Barcelona
T 931 592 3 00
M info@urbanfun.es

MAQUINAS MOTORS
KIDS

Provença 297
08037 Barcelona
T 934 5 71 301
M ventas@qualitybike.com

MAQUINAS MOTORS
KIDS

Avda. Gaudí 73
08100 Mollet del Vallés
T 935 706 295
M infomollet@maquinamotors.com

BURGOS
GREENLAND MX
KIDS

Ctra. Logroño KM 106
09199 Castañares
T 947 593 907
M info@greenlandmx.com

CÁDIZ
CASTRO MOTOCICLETA
KIDS CITY SURFER

Avda. Ronda de Vigilancia s/n
Ed. Fenicia, Local 1 11011 Cádiz
T 956 289 272
M josecarlos@castrolamotocicleta.co

CANTABRIA
MOTOS LOLO
KIDS

C/ Justicia 6
39008 Santander
T 942 234 295
M comercial@motoslolo.com

TORROT CAMARGO
CITY SURFER

Puerto Deportivo Marina de
Santander, Nave 2 - 39600 Camarg
T 942 369 158
M veleriayarda@yahoo.es

CÓRDOBA
KAIMAN SPORT
CITY SURFER

Avenida Cañito Bazan s/n
14011 Córdoba
T 607 264 369
M jaime@kaimansport.com

GALICIA
TODO OCIO
KIDS CITY SURFER

Ctra. de la Gandara 13
15570 Bajo Naron (Galicia)
T 881 953 514
M info@todocio.com

GIRONA
BASOLÍ
KIDS

Ctra. barcelona 197
17003 Girona
T 972 410 604
M ventasgi@basoli.com

COP DE GAS
KIDS CITY SURFER

Santa Magdalena 31
17220 Sant Feliu de Guixols
T 972 822 244
M copdegas@copdegas.com

MIKI ARPA SCHOOL
KIDS

Mas Viñas, Vullpellac
17111 La Bisbal d'Empordà
T 607 368 706
M info@mikiarpa.com

GIRONA
MOTOS FERRAN BOUTIQUE
KIDS CITY SURFER

Del Transport 26
17256 Torroella de Montgrí
T 972 759 013
M motosferran@gmail.com

RADIKAL BIKES
CITY SURFER

Avda. Lluís Pericot 112
17003 Girona
T 972 396 599
M info@radikalbikes.com

LA RIOJA
MOTOS VIDAL
KIDS CITY SURFER

Labradores 15B
26005 Logroño
T 941 203 801
M info@motos-vidal.com

LEÓN
MQM MAS QUE MOTOS
KIDS

Calle Astorga 9B
24009 León
T 987 230 580
M masquemotos@hotmail.com

Torrot Electric After Sales Service

SPANISH DEALERS

MADRID

MAMMOTH ALCALÁ

CITY SURFER

Rotonda Pitágoras 1, Pol. Ind. El Pilar
Nave 703 - 28806 Alcalá de Henares
T 918 797 587
M info@mammoth.es

MAMMOTH MADRID

CITY SURFER

Fuente del Berro 9
28009 Madrid
T 914 015 916
M info@mammoth.es

MAMMOTH MAJADAHONDA

CITY SURFER

C/ San Joaquin 5
28220 Majadahonda
T 916 341 788
M info@mammoth.es

MAMMOTH MÓSTOLES

CITY SURFER

C/ Fragua 2
28993 Móstoles
T 916 140 910
M info@mammoth.es

MALAGA

MOTOS ORTIZ

KIDS CITY SURFER

Avda. Arias de Velasco 28
29601 Marbella, Málaga
T 952 770 490
M info@motosortiz.com

NAVARRA

DAKA QUADS

KIDS

Barrio Zalain 42
31770 Bera
T 948 630 589
M blasiri@gmail.com

HUELVA

ODINTO BIKE MURIEL

KIDS CITY SURFER

Poligono La Paz 26
21007 Huelva
T 959 246 351
@ info@murielracingteam.com

PALENCIA

MOLINERO MOTOS

KIDS CITY SURFER

C/ Las Acacias 5
34003 Palencia
T 979 750 323
M motosmolinero@ono.com

SEVILLA

ENDUMOTO MURIEL

KIDS CITY SURFER

Calle Mesa 9, Pol. Ind. Parque Plata
41900 Camas, Sevilla
T 955 540 004
M info@murielracingteam.com

VALENCIA

DUBON RACING

KIDS CITY SURFER

Ctra. Benetuser 43, Pol. Ind. Pascualeta
46200 Paiporta
T 961 265 437
M dubon@dubonracing.com

VIZCAYA

HOBBY MOTO

KIDS

Ctra. Bilbao/Plentzia 31
48950 Asua-Erandio
T 944 537 087
M hobbymoto@hobbymoto.com

www torrotelectric.com

UPDATED INFORMATION AT **WWW.TORROTELECTRIC.COM/EN/STORES**
FIND YOUR TORROT CLOSEST DEALER AND GO THERE FOR THE BEST AFTER-SALES SERVICE ;-)

USER MANUAL MADE BY **ATP** (AUTOMOTIVE TECHNICAL PROJECTS).

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TORROT ELECTRIC
(0034) 972 850 797
info@torrotelectric.com
torrotelectric
@torrotelectric

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